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3 AUG 1967

MEMORANDUM FOR : Director of Personnel

SUBJECT : Annual Report - Benefits and Services Division

1. Attached are reports of the Division's operations during Fiscal Year 1967 and statements of plans for Fiscal Years 1968-69.

2. Our Branch reports speak for themselves. The narrative and statistical information contained therein exude pressure, heavy workload, and considerable achievement in fulfilling the mission assigned to us. We have had our problems but despite some serious difficulties encountered in some of the Branches, the work got done and, we believe, well. I can safely say that I have never worked harder and the same is true for the rest of BSD. It goes without saying that we get concerned about increasing responsibilities and workloads, but the satisfaction ultimately comes from fulfilling for the Director of Personnel his responsibility to provide a broad range of employee benefits and services.

3. We foresee in the coming fiscal year the need for greater attention and effort in our retirement, insurance, BCB, and CPB areas; specifically, it is my hope to produce some management mechanisms to improve the efficiency of retirement processing for matters arising under the CIA Retirement and Disability System. We plan also to produce a question and answer booklet for use throughout the Agency. More importantly, however, we must devise a better and less time-consuming way of administering certain aspects of CIA retirement cases. Eventually, we hope to develop a handbook of operating procedures comparable to that used by the examiners at the Bureau of Retirement and Insurance. In the insurance field, we intend to renew the effort for payroll deductions for all insurance payments. I have reason to believe that if properly developed and presented such a proposal can win approval. Such an improvement in the handling of insurance payments would solve some of our present problems in the Insurance Branch. BCB also deserves some attention both on substantive and procedural matters. One specific proposal has been submitted on the administration of the Overseas Medical Program and others, still in our minds, will be developed and proposed. CPB needs a current review of operations to determine if there are better ways to do the job.

4. My special assistant is still spending some time in the Branches and becoming acquainted with Branch work. When he finally reports to me, I intend to use him as a "trouble shooter". Specifically, he will examine relationships among BSD Branches, between BSD and the rest of the Office of Personnel,

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and BSD and its Agency-wide customers. Intuitively, I sense that some improvement in these various relationships can be achieved if only we had the time to examine them. This is what the special assistant will do as one of his first assignments.

5. The attached reports from our Branches are lengthy, wordy, and contain much more than you might really need. May I remind you, however, that these reports serve a historical purpose and, also, that this is the one opportunity that each Branch has to "toot" its horn. Most of our Branches have done so proudly in the light of their tremendous workload and accomplishments. It is with this same pride that I transmit this Division's Annual Report for the Fiscal Year 1967.



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Chief, Benefits and Services Division

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